

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM  
BOARD MEETING MINUTES**

September 24, 2015

12:00 p.m.

NCHC – Wausau Board Room

Present:

X	Jean Burgener	X	Joanne Kelly	X	Holly Matucheski
X	Bill Metter	X	Bill Miller	X	Ron Nye
X	Lee Olkowski	X	Dr. Eric Penniman	X	John Robinson
X	Greta Rusch	X	Laura Scudiere	EXC	Dr. David Tange
X	Bob Weaver	X	Jeff Zriny		

Also Present: Gary Bezucha, Brenda Glodowski, Michael Loy, Becky Schultz, Toni Simonson, Debbie Osowski

Meeting was called to order at 12:10 p.m., roll call noted and quorum present.

Consent Agenda

- **Motion**/second, Metter/Rusch, to approve the consent agenda which includes the August financial statements, 8/27/15 Finance, Personnel & Property Committee meeting minutes, the 8/27/15 Board meeting minutes, and the CEO Report. Motion carried.

Chairperson's report

- Nomination of board of directors for 2016 will be discussed at the next meeting of the Executive Committee.
- **Motion**/second, Scudiere/Robinson, to approve the minutes of the 8/3/15 Executive Committee meeting.

Quality Committee

- Organizational Quality Dashboard was reviewed. Key items discussed included adverse events, community satisfaction rate, employee turnover rate, access to services, etc.
- Committee is focused on areas that are not meeting target.
- Action plans have been developed for the psychiatric hospital, AODA access, adverse event, patient satisfaction, and turnover.
- Action plans for the Human Services Operations were distributed and reviewed. Progress and completion dates will be added each month.
- Actions plans around satisfaction results and adverse events were distributed and reviewed.
- The staff satisfaction and employee engagement measures have been removed from the dashboard since the survey occurs once a year. The results will be added following completion of the survey.
  - Negative media attention has impacted satisfaction and employee engagement.
  - Volume of applicants has dropped over the last 6-9 months.
  - Employees have contacted board members over dislike of City Pages article about NCHC and expressed desire for NCHC to be proactive and take an active stand instead of apologizing. Staff like NCHC, like the mission and purpose, but feel attacked.

- ~ NCHC Board Report will be provided in hard copy to each of the Marathon County board members at their next meeting in October.
- ~ County Board representatives were encouraged to reinforce the positive turnaround in the jail along with the other many community services of NCHC.
- From the partner satisfaction results a process improvement task force committee focusing on crisis services is being formed. A team description was distributed and reviewed.
- HIPAA risk assessment action plan is being developed based on recent findings even though the findings were not critical.
- An action plan on staffing has also been developed.
- Joint Commission Behavioral Health accreditation was received; waiting for the hospital verification visit.
- **Motion**/second, Scudiere/Burgener to approve the report and 9/17/15 Quality Committee meeting minutes. Motion carried.

#### Financial report

- We had a loss in August of just under \$386,000. Two large expenses occurred i.e. workers comp retro adjustment of about \$250,000 and back rent for the previous Community Services Program location of around \$169,000.
- Revenues were close to target.
- To date we are at a positive \$762,000.

#### Finance, Personnel & Property Committee

- Discussed health plans for 2016; possible 6-9% reduction next year for both employer and employees.
- 2016 budget is being worked in; finance committee will hold a special meeting to review the budget details.

#### Human Services Operations Committee

- Received updates on the organization-wide Trauma Informed Care training.
- A number of group homes in the area have closed due to decrease in reimbursement from Community Care Connections of Wisconsin.
- Discussed the hiring of therapists.
- Received program updates with a presentation of the ADHD pilot program; evaluation of the pilot will be done following completion of the pilot.
- Crisis services were discussed including looking at options and opportunities to increase services available for youth crisis in collaboration with Marathon County Social Services.
- **Motion**/second, Robinson/Kelly, to approve the 9/9/15 Human Services Operations Committee report and minutes. Motion carried.

#### Nursing Home Operations Committee

- Received the official statement of deficiencies from the state for the annual survey. No substandard quality of care identified.
- Have two excellent candidates for the Nursing Home Administrator position. Both have extremely strong track records in managing quality, excellent surveys at their current facilities, non-profit county-owned background, and have worked with county boards.

- 90-day action plan for CNA staffing was reviewed. Increasingly difficult to find CNA candidates with new registrations statewide down 8%. Drivers of this shortage are wages and mandatory overtime.
  - In May/June we recognized and received approval for a 3-year strategy to increase hiring wage. In August we needed to accelerate the plan; 162 people left NCHC with the majority from the nursing home.
  - Human Resources held nine listening sessions with CNA staff, received great feedback, presented a new scheduling option, made adjustments based on their feedback, and aligned incentives for stable full-time staff. Changes will be effective 10/12/15.
  - Continue to be aggressive in recruiting efforts.
- **Motion**/second, Burgener/Zriny, to approve the 9/11/15 Nursing Home Operations Committee meeting minutes. Motion carried.

#### Mental health services to the criminal justice system update

- Continues to be a great success story in providing extraordinary services.
- Jail personnel and Marathon County Sheriff state they are extremely happy and going exceptionally well.
- Have hired a psychologist with forensic background who will be starting soon.
- Offered same service to Langlade and Lincoln Counties beginning in 2016.
- Providing additional services will come at a cost.
- Board asked Mr. Bezucha to invite Sheriff Parks, Chief Deputy Billeb, and Jail Cpt. LaDu-Ives to the next Board meeting for further dialogue.

#### Strategic Plan Update

- Asking external stakeholders i.e. Langlade, Lincoln and Marathon County board members to provide their feedback.

#### Marathon County NCHC Oversight Task Force

- Marathon County believes they need to do due diligence in evaluating the 3-county system and whether it is the best option for Marathon County for delivery of mental health and substance abuse services.
- Want to engage an outside party to provide a thorough and clear analysis.
- Recommending a 3-county contract be renewed for 2 years and incorporate clear expectations and performance measures.
  - The nursing home and facilities management agreements are on hold right now.

#### Future meeting agendas

- Invitations to Sheriff Parks, Chief Deputy Billeb, and Jail Cpt. LaDu-Ives

**Motion**/second, Penniman/Zriny, to adjourn the meeting at 1:55 p.m. Motion carried.

*Minutes prepared by Debbie Osowski, Executive Assistant*